



## Business Debit Card

### Partnership agreement authorizing application for the business card service

By signing below, the firm, \_\_\_\_\_

(Insert name of organization)

1. Apply for the business debit card service
2. Agree to accept and be bound by the Absa Business Debit Card Terms and Conditions, which contain your obligations to us and our obligations to you;
3. Confirm that Absa may operate the use of the Business Debit Card Service on the instructions of any nominated cardholder, notwithstanding the authority contained in the existing bank mandate.

For and on behalf of \_\_\_\_\_

(Insert full name of organization)

\_\_\_\_\_  
Director/Signatory

Date: \_\_\_\_\_

\_\_\_\_\_  
Director/Signatory

Date: \_\_\_\_\_

\_\_\_\_\_  
Director/Signatory

Date: \_\_\_\_\_

\_\_\_\_\_  
Director/Signatory

Date: \_\_\_\_\_

\_\_\_\_\_  
Director /Signatory

Date: \_\_\_\_\_

\_\_\_\_\_  
Director/Signatory

Date: \_\_\_\_\_

\_\_\_\_\_  
Director/Signatory

Date: \_\_\_\_\_

\_\_\_\_\_  
Director/Signatory

Date: \_\_\_\_\_

\_\_\_\_\_  
Director/Signatory

Date: \_\_\_\_\_

\_\_\_\_\_  
Director/Signatory

Date: \_\_\_\_\_

\_\_\_\_\_  
Director/Signatory

Date: \_\_\_\_\_

\_\_\_\_\_  
Director/Signatory

Date: \_\_\_\_\_

All Directors/Partners or signatories to sign – if more space is required, please photocopy this page and attach.

## Business Debit Card

Limited Company Board Resolution authorizing application for the Business Debit Card service

At a meeting of \_\_\_\_\_ (Limited Company)

held on \_\_\_\_\_ Registered number \_\_\_\_\_  
(insert date) (Insert Registered Number – Limited Company only)

It was resolved that:

1. It was in the company's interest to apply for the Business Debit Card service.
2. The Company agrees to be bound by the Business Debit Card Terms and Conditions.
3. Notwithstanding that the existing bank mandates provides for more than one person to give instructions to the Bank, the Company agrees, for the provision of Business Debit Cards only, to allow Absa to accept and act on instructions from any one nominated cardholder.
4. Authorized persons identified in the bank mandate are authorized to apply for, nominate cardholders, and to accept the Business Debit Card Terms and Conditions on behalf of the Company.

We confirm that the above is an accurate statement of what was agreed at the meeting

\_\_\_\_\_  
Signature of Chairman of meeting

\_\_\_\_\_  
Signature of Secretary of the meeting

Date: \_\_\_\_\_

Date: \_\_\_\_\_

By signing below, the Limited Company:

1. Applies for the Business Debit Card service;
2. Agrees to accept and be bound by the Business Debit Card Terms and Conditions, which contain your obligations to us and our obligations to you;
3. Confirms that Absa may operate the use of the Business Debit Card service on the instructions of any one nominated cardholder, notwithstanding the authority contained in the existing bank mandate.

For and on behalf of \_\_\_\_\_  
(Insert full name of Limited Company/Organization)

\_\_\_\_\_  
Authorized signature

\_\_\_\_\_  
Authorized signature

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## Business Debit Card Application Form

Please use block capitals and return this form to your local branch. (Applicable to unincorporated and incorporated business)

***Please issue a Business Plan Debit Card on the account specified to the person(s) nominated.***

Customer name \_\_\_\_\_  
Business address \_\_\_\_\_ Identification  
number \_\_\_\_\_  
P.O. Box \_\_\_\_\_ Postal Code \_\_\_\_\_  
Account number \_\_\_\_\_  
Business name to appear on card (maximum 26 characters – must include Limited or Ltd if applicable) \_\_\_\_\_

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**1<sup>st</sup> Cardholders Details**

Mr/Mrs/Ms/other title \_\_\_\_\_ Sex (male/female) \_\_\_\_\_  
Surname \_\_\_\_\_ First name \_\_\_\_\_  
Work Telephone number \_\_\_\_\_ Mobile Number \_\_\_\_\_  
Email address \_\_\_\_\_ @ \_\_\_\_\_  
Name to appear on card (maximum 26 characters) \_\_\_\_\_

**2<sup>nd</sup> Cardholders Details**

Mr/Mrs/Ms/other title \_\_\_\_\_ Sex (male/female) \_\_\_\_\_  
Surname \_\_\_\_\_ First name \_\_\_\_\_  
Work Telephone number \_\_\_\_\_ Mobile Number \_\_\_\_\_  
Email address \_\_\_\_\_ @ \_\_\_\_\_  
Name to appear on card (maximum 26 characters) \_\_\_\_\_

**3<sup>rd</sup> Cardholders Details**

Mr/Mrs/Ms/other title \_\_\_\_\_ Sex (male/female) \_\_\_\_\_  
Surname \_\_\_\_\_ First name \_\_\_\_\_  
Work Telephone number \_\_\_\_\_ Mobile Number \_\_\_\_\_  
Email address \_\_\_\_\_ @ \_\_\_\_\_  
Name to appear on card (maximum 26 characters) \_\_\_\_\_

**4<sup>th</sup> Cardholders Details**

Mr/Mrs/Ms/other title \_\_\_\_\_ Sex (male/female) \_\_\_\_\_  
Surname \_\_\_\_\_ First name \_\_\_\_\_  
Work Telephone number \_\_\_\_\_ Mobile Number \_\_\_\_\_  
Email address \_\_\_\_\_ @ \_\_\_\_\_  
Name to appear on card (maximum 26 characters) \_\_\_\_\_

**5<sup>th</sup> Cardholders Details**

Mr/Mrs/Ms/other title \_\_\_\_\_ Sex (male/female) \_\_\_\_\_  
Surname \_\_\_\_\_ First name \_\_\_\_\_  
Work Telephone number \_\_\_\_\_ Mobile Number \_\_\_\_\_  
Email address \_\_\_\_\_ @ \_\_\_\_\_  
Name to appear on card (maximum 26 characters) \_\_\_\_\_

***Please note: In the event that any of the nominated cardholders does not hold an account with Absa, we will require additional information / documentation.***

**Pin at Point of Sale**

You will be required to use a PIN (personal identification number) with this card in order to pay for goods and services over the counter at shops and other outlets. ***Please note your PIN is confidential and shall not be shared with other parties.***

**The Cardholder**

I/We request you to issue me/us with a Business Debit Card (and PIN) as a cardholder on the Account of the Customer. I/We accept and agree to be bound by the Business Debit Card Terms and Conditions as set out and as amended from time-to-time. I/We understand that any Business Debit Card issued in response to this application may not be used for the purpose of cheque guarantee or cheque encashment.

1<sup>st</sup> Cardholder signature Date:\_\_\_\_\_

2<sup>nd</sup> Cardholder signature Date:\_\_\_\_\_

3<sup>rd</sup> Cardholder signature Date:\_\_\_\_\_

4<sup>th</sup> Cardholder signature Date:\_\_\_\_\_

5<sup>th</sup> Cardholder signature Date:\_\_\_\_\_

To Absa Bank Zambia PLC

Please issue a Business Debit Card on the Account specified to the personal(s) nominated overleaf as cardholder(s)  
I/We confirm that the information given is true and complete and authorize you to make any credit reference and other enquiries in accordance with your normal procedures in connection with this application.

I/We accept and agree to be bound by the Terms and Conditions set out and as varied from time-to-time.

Until the termination of this agreement I/We:

- i. authorize you to debit from the Account amounts due to the Bank on each banking day in full repayment of indebtedness under this Agreement;
- ii. authorize you to debit the Account with such amounts in precedence to any other payments from the Account;
- iii. agree that for the purpose of determining the funds available on the Account you may treat the amount of any outstanding Card Transaction and any authorization given by you for prospective Card Transaction as having been debited to the Account;
- iv. Agree that paragraphs I. to iii. Shall apply whether or not the Account number is altered at any time and shall extend to any Account which may be opened in substitution for the Account (whether or not at the same branch of the Bank).

For and on behalf of:

\_\_\_\_\_

Partnership/Limited \*

Authorized signature:

Authorized signature:

\_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

\*Delete s appropriate

For customers who have agreed to the Customer Agreement, signed by authorised person(s) in accordance with the bank mandates. Alternatively, for sole traders, partnerships and associations, signed in accordance with Bank Mandate. For limited, signed by either two Board Directors or a Board Director and Company Secretary.

Please forward to your account holding branch upon completion.

If the Bank Mandate is for more than one to sign on the bank account, or if the card holders are not named on the mandate form, the appropriate authority (Board resolution/Partnership Agreement)should be completed in addition to this application form.

**BRANCH USE ONLY**

**Check List**

Form correctly completed and checked

Authorizing signature(s) confirmed

Approved by (signature):

Branch Stamp

\_\_\_\_\_

Date:

\_\_\_\_\_

## A Debit Card for your Business

### Summary of features and benefits

Absa Business Debit card has been designed for all businesses, whether sole trader, limited company, partnership, club association or charitable organization. Your business can have up to five additional Business Debit Cards. • You can get cash with your card 24hrs a day; 365 days of a year.

- Access to up to ZMW10,000 per day through compatible cash machines around the world using your PIN (**PINs are now also required at point of sale**) • Payment can be made at point of sale, by telephone or via the internet • Can be used at thousands of locations in Zambia that display the VISA sign and millions of outlets worldwide
- Use it to cover your business expenses and to simplify how you track and manage business expenditure
- Improved statement narrative as retailer name is displayed for each transaction • Spread the benefits by having five colleagues as cardholders

The Business Debit Card is the smarter way to manage your business expenditure, removing the need reconcile petty cash receipts, expense claims, write cheques or provide time consuming references to new suppliers.

The card puts you in control of your expenditure and allows you to:

- track expenditure more easily;
- easier to make purchase from new suppliers;
- get cash out easily – in Zambia and overseas;

### Tracking Expenditure

The amount, date and payee relating to every Business Debit Card purchase is identified separately on your bank statement. This makes it easier to reconcile and eliminates the need to write cheques.

### Purchasing from New Suppliers

Using your Business Debit Card is both fast and assured; your supplier can accept your order with confidence, without waiting for references.

### Withdrawing cash

Business Debit Card lets you withdraw up to ZMW10,000 a day in Zambia and abroad. And is accepted at any cash machine displaying a VISA

sign (local limitations may apply) **Using your card for foreign transactions**

Your foreign card transactions are converted into Zambia at the exchange rate based on market on the date it is received by VISA

A 3% Foreign exchange mark up fee and any new VISA processing fees is included in the ZMK conversion on your statement.

Absa will not charge you if you use your card in any ABZM cash machine.

### Pin at point of sale

You are now likely to use your PIN (Personal Identification Number) whenever you make purchases with your Business Debit Card, instead of signing a till receipt.

***Please note your PIN is confidential and shall not be shared with other parties.***

### Giving you peace of mind

We have set up a 24-hour Customer service call center (Tel 5950) so that you can report immediately if you think your card has been lost, stolen or damaged or if you suspect misuse or a breach of security such as your PIN becoming known to others.

### Next Steps

To apply for a Business Debit Card simply complete and return the attached application form. Alternatively, your Relationship Manager can give you more information.

\*For your security and to ensure that we continue to offer a high level of service, telephone calls may be recorded or monitored.

## Business Debit Card Terms and Conditions

### 1. Introduction

1.1 Your agreement with us is contained in: These card

- conditions;
- The Appointment of Bankers signed by you, the customer; and supplements our Customer Agreement with you.

1.2 In this agreement 'we', 'us' and 'our' mean Absa Bank Zambia Plc and 'you' and 'your' mean the customer and include (where appropriate) any person the customer has asked us to give cards to.

### 2. Using the card

2.1 We will give a card to use to withdraw cash and make payments. (In these conditions we use 'transaction' to mean both making payments and getting cash.) You must sign your card as soon as you receive it and follow any reasonable instructions that we give about using cards and keeping them safe.

2.2 You can use the card or card number for transactions if you have enough money on the account. We may refuse to make any payment if you do not have enough money on the account at the close of the working day before payment is due to be made. In deciding whether you have enough money we take account of any authorized card transaction, any overdraft limit, any cheques we are treating as cleared, any instruction to make the payments and regular payment which have not yet been paid from your account. We do not have to take account of regular credits or any amounts received after we have decided not to make the payment.

2.3 All transactions and transfers will be shown on your statements. Cash withdrawals or transfers will normally take effect immediately.

2.4 We will convert all foreign currency transactions into Zambian Kwacha using the exchange rate and a percentage commission on the amount of the transaction. The exchange rate we use may not be the same as the rate when the transaction was made as the rates can change.

2.5 Cards belong to us. We can ask you to return them to us and we can ask others to hold on to them for us at any time.

### 3. Payments

3.1 You must make us a payment on each working day for all transactions and charges on each account which we have received details of since the previous working day. The payment will be made by us debiting the relevant account. Transactions will normally be debited to your account within three working days.

### 4. Limiting your right to use the card

4.1 If we have a good reason, we may:

- refuse to approve a transaction; cancel or
- suspend your right to use the card for any or all purposes; or
- Refuse to replace any card; without first telling you / receiving a formal confirmation approval of card replacement from your organization. This

agreement will continue even if we do any of these things.

4.2 We will not be liable:

- If we do not approve a transaction;
- If you cannot use the card for a transaction or transfer; or
- For any loss or damage you suffer as a result of the way you are told this.

### 5. Security

5.1 You must do all that you reasonably can to keep the card safe and your Personal Identification Number (PIN) secret at all times.

5.2 You must never allow anyone else to use your PIN or other security information

5.3 You must never write down your PIN or other security information

5.4 You must only reveal the card number to make transaction, to report the loss or theft of the card or if we allow you to do so.

### 6. What you must tell us

6.1 You must tell us as soon as reasonably possible if:

- a) the card is lost or stolen or you think that the card may be misused, or that someone may know the PIN;
- b) your statement includes an item which you think is wrong; or
- c) you change your name or address. You can contact us at any of our branches during business hours or at Absa Bank of Zambia Limited. P.O. Box 31936 Cairo Road, Lusaka Zambia at any time. We may ask you to confirm in writing within seven days any information which you have not already given us in writing.

6.2 You must give us all the information you have about the loss, theft, or misuse of a card or the PIN, and any other information we ask for to help us. We may give the Police any information we think will be useful. If you find cards which you have reported as lost, stolen or at risk of misuse, you must not use them. You must cut them in half and return them to us immediately at the address shown in condition 6.1

### 7. Limits of Liability

7.1 Until you tell us under condition 6.1 that your card is lost or stolen or may be misused, you may be liable for transactions.

7.2 If someone uses card and they obtain it with your permission you will be liable for all the transactions which take place before you tell us that it may be misused.

7.3 If we are unable to debit your account under condition 3.1 because the account has been closed or as a result of anything that we cannot reasonably control you will still be liable to pay us for all transactions.

7.4 We will not be liable to you if we cannot carry out our responsibilities under this agreement as result of anything that we cannot reasonably control. This includes:

any machines failing to work; and industrial disputes.

### 8. Refunds and claims

8.1 We will credit your account with a refund for a transaction if the retailer asks us to or if you tell us that a transaction with a retailer has been incorrectly debited to your account. You cannot use a claim you may have against someone else to make a claim against us, or refuse to pay us, unless you have a legal right to do so. You cannot transfer any rights against us to anyone else.

#### **9. Changing the terms of this agreement**

9.1 We may change the terms of this agreement, including our charges and other changes needed if we add extra functions to the card at any time, by telling you about the change. Changes will normally be caused by market conditions, changes in the cost of providing these services to you, changes in legal or other requirements affecting us, or any other good reason.

9.2 We may introduce a charge for any service provided under or in connection with this agreement.

9.3 We will tell you about any changes by: advertising in the press; or putting message on your statement; or sending you a separate written notice by post or at the branch/ ATM in accordance to legal and regulatory requirements. We will normally give you at least 30 days' notice of any changes. However, we may

introduce changes as soon as we give you notice if we consider they are necessary to take account of any legal or regulatory requirement or if we consider we can improve the service(s) by introducing technical or procedures amendments.

#### **10. Ending this agreement**

10.1 This agreement will end if you or we have given written notice to the other and you have returned all cards and made all payments due under this agreement. We may give you replacement cards from time-to-time until this agreement ends.

#### **11. Joint & several liability**

##### **12. General**

11.1 We do not promise that service and benefits which we provide outside the terms of this agreement will always be available. We may withdraw or vary these services or benefits at any time without giving you notice.

11.2 We will change you for loss or costs we have to pay if you break this agreement.

11.3 This agreement is governed by Zambian Law

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#### **13. Cheque Guarantee**

13.1 This card is NOT a cheque guarantee card.